

/HH/ 07/14/2008

**MAIL STOP AF**

**IN THE UNITED STATES PATENT AND**  
**TRADEMARK OFFICE**

In the application of : HESSION, Patrick et al.  
Serial No. : 10/741,518  
Filed : December 19, 2003  
For : Methods of monitoring communications sessions in a  
contact centre  
Examiner : HONG, Harry S.  
Art Unit : 2614  
Confirmation No. : 4428  
Attorney Docket No. : 920673-95340

**RESPONSE TO OFFICE ACTION OF APRIL 25, 2008**

Honorable Director of Patents and Trademarks  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of April 25, 2008, the Applicants  
make the following amendments and remarks: